

Caroline Lee  
1245 10th Ave #302  
San Francisco CA 94122

Sep 5th 2018

Via ECFS  
Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to  
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I switched from ATT to Sonic DSL, then upgraded my phone line and internet to Sonic fiber and have never looked back. Customer service at ATT was dreadful, truly awful, and I jumped at the ability to switch to a small ISP where with knowledgeable, informed techs answering the phones, offering faster speeds at more affordable rates. Since switching to Sonic, I have saved a lot of money and saved hours of time in ATT customer service on-hold purgatory. Competition matters! Having viable alternatives to mediocre service and consumer support matters!

Caroline Lee